

# BASSEL DAKHLALLAH

## Data Analytics & Engineering Leader



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### SUMMARY

- Empowering businesses with actionable insights through innovative analytics and machine learning solutions
- Creative problem-solver with a results-oriented approach, adept at identifying challenges and implementing strategic solutions that align with overarching business goals.
- Agile and technology-savvy professional, capable of managing teams and leading diverse projects concurrently to ensure seamless integration of new tools and business requirements.
- Excellent communication and visual presentation skills to deliver compelling demos, product rollouts, and training materials

### TECHNICAL SKILLS

- Full lifecycle of data engineering projects with Agile Methodology
- Analytics product solutions and design
- Statistical Analysis and Machine Learning
- Data and cloud solutions in Teradata, MS SQL, Hadoop, and Snowflake
- BI solutions in Tableau, Looker, Power BI, Excel, and Python
- Big data ETL and data mining using Python, BTEQ, SAS, and SSIS
- Process deployment (Jenkins), DVCS (Git), and automation (Airflow)
- Linux and Unix systems with Shell scripting

### LEADERSHIP AND INTERPERSONAL SKILLS

- Visionary leadership
- Effective communication
- Strategic thinking
- Team building and skill development
- Process improvement
- Change management
- Creative problem-solving
- Attention to detail

### EXPERIENCE

#### Business Analytics Senior Manager

Feb 2021 – Present

CareAllies – Cigna

**Highlight:** Leading a team of highly skilled managers and analysts to develop innovative reporting and analytics and meet the needs of internal and external Medicare clients. Developed and enhanced current reporting automation to achieve savings of 20,000 work hours. Migrated the data analytics team to use new data engineering tools to improve workflow and streamline reporting assets. Designed an algorithm to calculate Stars medication adherence scores and predict non-adherence for Medicare Advantage patients.

- Leading three teams: Reporting & Visualization; Markets, Pharmacy, & Risk Analytics; and Automation & DQA teams
- Provide mentorship, training, and development to direct reports
- Define, own, and deploy Data Analytics and Reporting roadmaps for CareAllies and other Cigna Government lines of business
- Transform raw data using SQL, Python, or SAS into scalable reporting that is insightful and user-friendly to users with varying backgrounds
- Design and develop innovative dashboards using Excel, Tableau, Power BI, and Plotly
- Maintain and improve upon existing reporting by building centralized data sources and implementing automated solutions in Airflow
- Lead the automation team to deploy code and processes using Jenkins and GitHub
- Work with the data science team to identify opportunities for using advanced analytics and machine learning solutions
- Utilized Social Determinant of Health (SDoH) data, ArcGIS, and machine learning techniques to identify high-risk customer clusters based on socioeconomic factors
- Build and support medication adherence reporting and predictive model for CareAllies and Cigna Medicare Advantage
- Lead the Markets & Risk Analytics team to analyze market trends and identify top geographic expansion opportunities

#### Advanced Analytics and Visualization Instructor

Dec 2022 – Present

Simplilearn – Caltech and Purdue University

**Highlight:** Conducting live training sessions for Data Analytics and Data Science using Python, SQL, and Tableau.

**Topics:** Exploratory Data Analysis, Web Scraping, Data Wrangling, Feature Engineering, Statistics, Machine Learning, Deep Learning, and Data Visualization.

## Agile Business Analytics Advisor

May 2019 – Jan 2021

Evernorth – Cigna

**Highlight:** Led the development of a next-generation healthcare analytics platform that integrates statistical analysis and machine learning to reduce costs and improve the quality of care. The successful initial release of the product enabled analysts and clinicians to better predict savings opportunities from Cigna's partners through enhanced data-driven forecasts.

- Data integration and product design lead for Cigna's Network Analytics team (Blueprint) leveraging cloud technologies for enhanced data scalability and accessibility.
- Helped leadership develop and present solutions roadmaps and integration planning for the Enhance Quality of Care Agile teams
- Lead the data engineering team to facilitate AWS deployment, automation, and DQA procedures
- Worked with data scientists to develop next-generation incentive models for Fee-for-Value and Fee-for-Service
- Led the UX/UI design and product personalization
- Designed and conducted product demos and training for the new platform
- Built dashboards in Tableau and Power BI to serve as a prototype for the Blueprint application
- Converted and integrated the current SAS process into a scalable and automated process using Hadoop Hive queries

## Cost Containment Analytics Manager

May 2016 – May 2019

Cigna

**Highlight:** Led the development of a scalable ETL system that leveraged automation and support of Cigna's offshore team. The final product expanded the analytics capability of the team and helped cut costs by reducing SLA time from 10 to 4 workdays.

- Data Lead and Architect for the Out-of-Network Cost Containment claims database
- Supervised a team of onshore and offshore developers to migrate the department's ETL process to a scaled and highly automated end-state
- Product owner of all analytics projects for Non-Participating (NonPar) provider data and medical economics department
- Performed NonPar analysis, data mining, ETL, and reporting on an ad-hoc basis using SAS, SQL, Excel, and Tableau.
- Led the data governance team to resolve data discrepancies and increase data quality
- Built earnings reports with forecasting and trend analysis using Tableau and Python statistical libraries
- Migrated the NonPar datastore from using old legacy upstream sources to the new enterprise data warehouse
- Created a wiki for process documentation and diagrams in confluence and built a code repository using GIT

## Data Engineering Senior Specialist

Jan 2013 – May 2016

Cigna

**Highlight:** Led a key engineering team in constructing the core of Cigna's corporate data warehouse, serving as a central hub for various applications and BI reports, particularly for medical and pharmacy analytics.

- Worked as a Data Engineer to build a new, high-performance cost analysis application that utilizes Cigna's big data warehouse and Tableau to visualize markets and cost drivers
- Worked on finding effective ETL solutions to load raw medical and pharmacy data from DB2, SAS, and Oracle sources to Teradata
- Built, maintained, tuned, and scheduled table loads using Teradata's BTEQ, stored procedures, shell scripts, DataStage, and CA ESP scheduler
- Created bash scripts in Unix and utilized Regex and Perl to clean up, scrub, and sort raw datasets
- Used TD Viewpoint, Stats, and Explain Plans to help optimize SQL queries for business users
- Led QA and unit testing for data warehouse migration to minimize data discrepancies and improve quality
- Trained and supervised team members and prioritized IT tasks with Agile methodology
- Collaborated with IT project managers and scrum masters to develop focused plans and solutions using Agile methodology

## Vendor Relations & Insights Manager

Jul 2010 – Apr 2012

NEC & STC Group

- Built professional relationships with vendors and suppliers and recorded data to provide solutions to maximize efficiency, quality, and customer experience using a wide array of technologies
- Managed the company's website, updated the Access database and spreadsheets, and provided SEO and Analytics

## EDUCATION

### MBA – Informatics

Southern New Hampshire University

### B.S – Electrical Engineering (Computer Science Minor)

The University of Tennessee at Chattanooga